

WSP Quality Assurance Tool: Feedback Form

Please let us know what you think about this CD-ROM and the WSP QA Tool. The goal is to improve this assessment system to better serve your needs.

Date:

Name of organization:

Name of person(s) providing comments:

Country:

E-mail:

Evaluation of the WSP QA Tool CD-ROM

Context of comments (general review of CD-ROM/WSP QA Tool, application of Tool through an assessment of a water supply system, etc.):

Please rate using the following criteria:

1 = Not good; 2 = Average; 3 = Normal; 4 = Good; 5 = Very good

1. Ease of use

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

2. Usefulness of tools and case studies

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

3. Ease of navigation and search

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

4. Ease of obtaining help

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

5. Ease of providing feedback

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

6. General comments on the CD-ROM

Evaluation of the WSP QA Tool and User Manual

Please rate using the following criteria:

1 = Not good; 2 = Average; 3 = Normal; 4 = Good; 5 = Very good

- | | | | | | |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 1. Ease of use of the WSP QA Tool | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 2. Usefulness of the WSP QA Tool | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 3. Usefulness of the assessment results
(summary tables and graphs) in the WSP QA Tool | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 4. Usefulness of the User Manual | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |

5. What are your overall impressions of the user interface within the WSP QA Tool?

6. When you opened up the WSP QA Tool for the first time, was it obvious what you had to do?

7. Have you encountered any software problems/errors when opening/using the WSP QA Tool? If so, please describe the issues and specify your version of Microsoft Excel, as well as your operating system.

8. Within the WSP QA Tool, was the information in the About the Tool section (Introduction and General Instructions) helpful? Did it provide sufficient background information? If not, how could it be improved (e.g. What should be added? Is there unnecessary information?)?

9. Within the WSP QA Tool, when you opened the Enter Assessment section, was it obvious what you had to do? If not, how could it be improved?

10. Within the WSP QA Tool, were the tables presented in the Enter Assessment section easy to understand and use? If not, how could they be improved?

11. Within tables 1-12 of the WSP QA Tool, were the questions easy to understand and assess against? If not, how could this be improved?

12. Within tables 1-12 of the WSP QA Tool, did you use the guidance and if so, did the guidance help you understand what was intended by the question? If not, how could this be improved?

13. Within tables 1-12 of the WSP QA Tool, was the scoring system easy to understand? If not, how could this be improved?

14. Please comment on the overall presentation of the assessment results (Summary Tables and Summary Graphs) within the WSP QA Tool. Was the information presented easy to understand?

15. How would you improve the assessment results (Summary Tables and Summary Graphs) within the WSP QA Tool in order to make them more useful (e.g. What should be added? Is there unnecessary information?)?

16. Will you be using the WSP QA Tool on a regular basis? How could the Tool be improved so that it is more useful for regular usage?

17. Would you like to see anything else changed/added in the WSP QA Tool?

18. Did you assess a water supply system? If so, how long did it take, and how many people were involved in completing the assessment?

19. Other comments on the WSP QA Tool

20. Does the User Manual complement the information provided in the WSP QA Tool (in the About the Tool section)? How could the User Manual be improved?

21. Other comments on the WSP QA Tool User Manual

Thank you for your cooperation and assistance.